absolute total care | Healthy Connections

2026 MEMBER HANDBOOK CHANGE CONTROL RECORD

Date	Section	Page(s)	Change
10/1/2026	Table of Contents	5	Added “Digital Health Records” section
7/1/2026	Important Phone Numbers	7	Changed Member Services Hours to “8 a.m. – 8 p.m.”
7/1/2026	Member Services	9	Changed Member Service Hours to “8 a.m. – 8 p.m.”
10/1/2026	Choosing Your Primary Care Provider (PCP)	12	Removed “OB/GYN or certified nurse midwife” from bulleted list and “You have the option to choose the same PCP for your entire family, or you can have a different PCP for each family member.”
10/1/2026	Continuity and Coordination of Care	13	Changed 30 calendar days to 60 calendar days
10/1/2026	Copayments/Cost-Sharing	16	Removed copayment requirements. Added “Absolute Total Care does not require copayments or cost-sharing for any service.”
10/1/2026	Services Covered and Not Covered by Absolute Total Care	16	Removed “Effective July 1, 2024, Absolute Care no longer requires a copay for any service. Some services below have a copay and the copays listed apply only to services received before July 1, 2024.”
10/1/2026	Services Covered and Not Covered by Absolute Total Care	16	Removed “Copay Before July 1, 2024” and Copay After July 1, 2024” columns from benefit grid.
10/1/2026	State-Covered Services	25	Added “ModivCare” after Non-Emergency Medical Transportation
10/1/2026	Transportation	26	Added “ModivCare” in first paragraph to read, “please call the Modivcare reservation line…”
10/1/2026	Prior Authorization	30	Added “through 12/31/2026, and within 48 hours of receiving the request on and after 1/1/2027.
10/1/2026	Pharmacy	28	Added “Absolute Total Care is required to align with the SCDHHS single, state-directed pharmacy benefit preferred drug list (PDL). SCDHHS single PDL can be found at https://www.scdhhs.gov/providers/pharmacy”
10/1/2026	Pharmacy	29	Removed “Effective July 1, 2024” and bullet points – updated section to reflect verbiage stated in “Services Covered and Not Covered by Absolute Total Care” section
10/1/2026	Rehabilitative Therapy for Members Ages 20 and Younger	31	Added “Audiological Services”

10/1/2026	My Health Pays™ Rewards	33	Added, “Starting January 1, 2027, all members must sign up for the My Health Pays ™rewards program before earning rewards. Even if you already have a card, you must sign up to keep earning rewards. Sign up for the program at absolutetotalcare.com after January 1, 2027. You only need to sign up once.”
10/1/2026	My Health Pays™ Rewards	34	Added, “Earn up to $150 in rewards each calendar year.”
10/1/2026	Preventive Guidelines	34	Removed “•Adult Immunization Schedule by Age: Recommendations for Ages 19 or Older; •Adult Preventive Health Guidelines: o The Adult Well-Male Examination; o Well-Woman Preventive Visits; • Childhood Lead Poisoning Prevention: Guidelines and Recommendations; • Recommendations for Preventive Pediatric Health Care: Lead; • Child and Adolescent Immunization Schedule by Age: Recommendations for Ages 18 or Younger Catch-up Immunization Schedule for Children and Adolescents: Recommendations for Ages 18 Years and Younger Prevention and Control of Seasonal Influenza with Vaccines; • Recommendations for Preventive Pediatric Health Care; • Early and Periodic Screening, Diagnostic Treatment (Medicaid)”
10/1/2026	Women, Infants, and Children (WIC)	39	Changed South Carolina Department of Health and Environmental Control (SCDHEC) to South Carolina Department of Public Health (SCDPH). Updated phone number to 800-922-4406.
10/1/2026	HIV Testing and Counseling	39	Removed “If you select this program, you end your enrollment with Absolute Total Care. Medical benefits continue through the Medicaid Program.”
10/1/2026	Vaccines and Immunizations	40	Added “recombinant zoster vaccine”
10/1/2026	Member Rights to a State Fair Hearing	49	Removed “file an appeal directly to” and added “request a State Fair Hearing”
10/1/2026	Continuation of Benefits While an Appeal or State Fair Hearing are Being Decided	49	Replaced “the provider” with “your authorized representative”. Added “• A provider cannot request continuation of benefits for you.” Replaced “extension” with “continuation”
10/1/2026	Disenrollment: Reasons why Absolute Total Care May Request Member Disenrollment at Any Time:	52	Deleted “Medicare coverage” from fifth bullet and added “managed care”; Deleted “Member becomes age 65 or older, Member elects hospice or becomes institutionalized in a long-term care facility/nursing home for more than 90 continuous days.” • Member elects a home and community-based waiver program.

10/1/2026	Digital Health Records (New Section)	59	Added “Digital Health Records” section
10/1/2026	Definitions	68	Added “Critical Incident”